



**Human Resources Enterprise
Customer Council Meeting**

May 5, 2004

1:30-3:30

**Grimes South Conference Room
Grimes Building**

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| 1. Call to Order | Nancy Richardson |
| 2. Approval of 4-7-04 Minutes | Nancy Richardson |
| 3. Financial Update | Denise Sturm |
| 4. Customer Council Information | Mollie Anderson |
| 5. Communication with Customer Agencies | Patti Allen |
| 6. Recommendations regarding categorizing HRE services | Nancy Richardson |
| 7. Complaint Resolution Process | Nancy Berggren |
| 8. HRE Council membership | Nancy Berggren |
| 9. Future Meetings | Nancy Richardson |
| 10. Close and Adjourn | Nancy Richardson |